



# NAVAL MEDICAL CENTER SAN DIEGO OMBUDSMAN CORNER

## NMCSD Ombudsmen Team



**NMCSD Ombudsman Team**

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### What is an Ombudsman?

Navy Family Ombudsmen are communication links, information and referral resources and advocates for command family members. Appointed by the commanding officer, Command Ombudsmen are volunteers and spouses of service members within the command.

As official command representatives, Ombudsmen are points of contact for all family members connected to the command, including spouses, parents and extended family members. The Ombudsmen Code of Ethics guarantees support of the mission, respect for the chain of command, professionalism and confidentiality, within program guidelines.

*Routine call hours are from 8a.m. to 5p.m. and emergencies are taken at anytime! Please leave your name and contact information if we are not immediately available and we'll contact you ASAP. We look forward to serving you!*

# NAVAL MEDICAL CENTER SAN DIEGO

*Check us out on Facebook:*

*Naval Medical Center/  
NAVMED West  
Ombudsman*

## **Back to School Reminders from your School Liaison Officers**

- Practice good nutrition
- Contact your School Liaison Officer
- Take advantage of tutoring resources  
- [tutor.com/SOAR](http://tutor.com/SOAR)
- Attend "Military Parent Coffees"
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- [tutor.com/SOAR](http://tutor.com/SOAR)
- Attend "Military Parent Coffees"
- Be on the lookout for ways to be involved in the community
- Ask your child what he or she learned each day
- Access Navy Youth Centers and Before and After School Programs

*Are you ready for school to start?*

### ***Immunizations:***

*Immunization information can be found on the California Department of Education website at [www.cde.ca.gov/ls/he/hn/cefimmunization.asp](http://www.cde.ca.gov/ls/he/hn/cefimmunization.asp). Start planning now if your child needs immunizations to start school this fall.*

### ***Sports Physicals:***

*Contact your provider today to make an apt and avoid the rush.*

### ***Dentist:***

*Are your children due for their dental cleanings or need dental work?*



Are you over the hot summer days? Need a place to cool down that won't cost you a bundle? MWR movie theaters are open to all active duty, reservists, retirees, dependents, DoD civilians, their sponsored guests, and individual contractors. Come one, come all... just come hungry! That's how we keep our movies **FREE Admission!**

### **Naval Base San Diego**

**Bldg. 71**

**Address:** Pier 2

**Base:** Naval Base San Diego (NBSD)

**Phone:** 619-556-5568 (Movie Hotline)

**Fax:** 619-556-6399

### **Lowry Theater**

**Bldg. 650**

**Address:** McCain Blvd.

**Base:** Naval Air Station  
North Island (NASNI)

**Phone:** 619-545-8479

(Recording)

# NAVAL MEDICAL CENTER SAN DIEGO

## Fleet and Family Service Center–FFSC

Just a couple of the wonderful  
classes they offer for FREE!

**Scholarships 101:**  
*Spouse & Family Member  
Resources  
for Funding Higher Education  
Receive information about how  
to find and apply for  
scholarships for funding higher  
education.*

• Sep 17, 3:30-4:30 pm, FFSC  
VSM

**Developing Your Spending Plan**  
Get control of your financial  
affairs, develop financial goals,  
and develop a budget that will  
get you on the road to wealth!  
• Sep 18, 3-4 pm, FFSC NBC,  
Bldg 318

## Residents Free Tuesdays

Free admission on a rotating basis on the first four Tuesdays of the month to San Diego City & County residents (with ID), active military & their dependents.

**Please note: Some museums may offer complimentary admission to their permanent collections only and charge admission to special exhibitions or films.**

**Also note: Some museums may require ID for minors**

### First Tuesday

Reuben H. Fleet Science Center  
Centro Cultural de la Raza  
San Diego Model Railroad Museum  
San Diego Natural History Museum (Not valid for 3-D films)  
The Timken Museum of Art is always free.

### Second Tuesday

Museum of Photographic Arts  
San Diego History Center  
Veterans' Museum and Memorial Center  
The Timken Museum of Art is always free.

### Third Tuesday

San Diego Art Institute  
Mingei International Museum  
San Diego Museum of Art  
San Diego Museum of Man  
Japanese Friendship Garden  
The Timken Museum of Art is always free.

### Fourth Tuesday

San Diego Air & Space Museum (Not valid for special exhibitions)  
San Diego Automotive Museum (Last admission 3:45pm)  
San Diego Hall of Champions  
SELECT House of Pacific Relations International Cottages  
The Timken Museum of Art is always free.

### Fifth Tuesday

Normal museum prices in effect. The Timken Museum of Art is always free.

KEY RESOURCES	WEBSITE	PHONE NUMBER
Navy Youth Sports	<a href="http://navylifesw.com/sandiego/fitness/youthsports/">http://navylifesw.com/sandiego/fitness/youthsports/</a>	858-268-2244
School Liaisons	<a href="http://navylifesw.com/slo">http://navylifesw.com/slo</a>	858-349-7678 call for your local #
Dogs on Deployment	<a href="http://www.dogsondeployment.org">www.dogsondeployment.org</a>	please check website for your local branch

# NAVAL MEDICAL

## Sea World Halloween Spooktacular

**Did you know active duty and immediate family members can get into a Busch Gardens park once per calendar year?**

**Have you used your free visit?**

**WEEKENDS, SEPTEMBER 27 TO OCTOBER 26**

**Dive in and explore an enchanting underwater fantasia at SeaWorld's Halloween Spooktacular®.**

**Enjoy silly spooky shows, fun- fishy activities and photo ops with wacky characters. Grab gobs of ghoulish goodies and so much more! Come in costume with the kids and have fun trick-or- treating! Event included with park admission.**

## **POW/MIA 5K Run/ 1-Mile Walk**

*Wednesday, September 10 • 10 am (check-in starts 8:30 am) • FREE*

*FREE remembrance T-shirt to the first 3,000 to register and participate.*

*All participants must check in and be pre-registered. There is no day-of registration.*

*Register today!*

*[www.navylifesw.com](http://www.navylifesw.com)*

*Proudly sponsored by NRSW, MWR, USAA, Armed Forces Dispatch, HP, Lincoln Military Housing and Propel*

*Admiral Prout Field House Track  
• NBSD, Bldg. 3279  
619-556-7444*

## From the Patient Relations Office

One of our top goals is to be the preferred hospital by our patients because we provide personalized service and compassionate care in a healing and welcoming environment to every patient every time. NMCSO leadership and staff continually look for ways to promote positive patient experiences from the first point of contact through the entire episode of care. Patients are our focus and success is judged by those we serve!

300 Customer Service Representatives (CSRs) are assigned throughout the command and at every clinic and department to provide information, assistance, and support. CSRs are there for you, to listen to your concerns, answer your questions, address special needs, and help resolve concerns or challenges. We are here to help you.

**Translation Services.** NMCSO recognizes the importance of focusing on cultural and language needs in order to improve healthcare services and is committed to ensuring equal access to all our patients. NMCSO staff will ensure patients with Limited English Proficiency or American Sign Language needs are offered medical interpretation and translations assistance while receiving care at NMCSO.

We serve our nation's heroes and their families and loved ones. It is a distinct honor to provide them the best service and healthcare available anywhere in the world. If you would like to provide feedback on our services, please contact the NMCSO Patient Relations Department at (619) 532-6418